

DEVELOPMENTAL CENTER OF THE OZARKS

FIRST STEPS "TRAVEL" SURVEY

12 Surveys were returned: 10 from DCO Therapists (1-10) and 2 (11-12) from other Providers. I reported the comments as they were written.

It is fairly consistent that the majority of providers would be willing to travel a distance, but the reimbursement needs to be fair. Besides gas costs and vehicle maintenance, one of the primary issues/concerns is absences. Private clinics/therapists build in a "charge" unless adequate notice is given. At DCO we try to enforce a 3 absences without calls and we discharge, but the bigger issue is the family who "occasionally" forgets. When several are put together, it amounts to hours of lost time without reimbursement.

If I can help further, please let me know.

Sherry Hailey

1. What do you feel is the primary deterrent to having Therapy services in all 12 counties of our Region?

1. Expense – Wear & Tear on car, too much wasted time driving.
2. Mileage and travel time involved.
3. Travel Time and Mileage
4. Travel time reimbursement; mileage reimbursement
5. Travel time, high gas prices, wear & tear to personal vehicles, cancellation by parents of Tx leads to not being paid (sometimes you have already arrived).
6. Travel/drive time & mileage is not reimbursed.
7. Travel time and expense
8. Productivity or finding people who live in the areas that are rural who can provide the services.
9. Gas prices and productivity issues.
10. Travel time & expense.
11. Reimbursement rates for First Steps are too low to justify seeing children (who live an extreme distance) Gas prices are too high.
12. Distance, time on the road and cost of gas.

2. Currently how far do you travel from your home base?

1. 18 Miles;
2. 15 miles
3. 15 miles
4. 60 – 75 miles (E&A Team)
5. 15 miles
6. Approximately 15 miles
7. 15 miles
8. 5 – 10 miles
9. 15 – 17 miles
10. 15 miles
11. Within 15 miles
12. 58 mile round trip. Have traveled 97 miles round trip in the past.

3. Would you be willing to drive beyond your current distance if you had several children in the same area? ☐ Yes 9
☐ No 2
 Maybe 1

If yes, how many children would you need to see to eliminate or decrease the travel reimbursement?

1.
2. At least 4 – 5
3. 2 – 3 for just over 15 miles, but for 30 miles or further, would want a days worth of kids.
4. 3
5. With Travel reimbursement
6. If travel Time is reimbursed
7. 4
8.
9. Travel reimbursement would be needed due to wear on vehicle & gas prices.
10. Reimbursement would be needed no matter how many to reimburse for travel time, gas, car expenses, and in case of absences.
11. As an employee with an agency, I do not know enough about my office overhead to make an accurate/realistic estimate.
12. Minimum of 3 in same area.

4. Would you be willing to drive beyond your current distance if there was a travel reimbursement provided? ☐ Yes 10
☐ No 2

If yes, what would be a fair travel reimbursement to travel **30 miles**

- 1.
2. \$10
3. \$20
4. \$10
5. \$ 20 – 30 per 30 miles
6. \$25 – 30 per 30 miles
7. \$25
- 8.
9. \$30
10. Mileage + hourly rate
11. Government mileage rates
12. No less than \$.34 per mile

60 miles?

- 1.
2. \$20
3. \$40
4. \$20
5. \$40 – 50 per 60 miles
- 6.
- 7.
- 8.
9. I wouldn't travel this far if given the choice.
10. Same
11. Government mileage rates
12. \$.445 per mile

Please add any other comments you feel would be pertinent to ensuring appropriate and consistent services are provided to the children and families enrolled in Missouri's First Steps program.

1. As an hourly person, travel does not always justify the time spent in the car, especially true when you have a cancellation and have an hour+ to sit in your car. Gas prices are making travel hard to justify.
2.
3.
4.
5. Allow parents to bring children to an in-center location for therapy. This would save a huge amount of money as more children could be seen in one day (don't have to pay time for travel and mileage reimbursement).
6.
7.
8.
9.
10.
11. If provider reimbursement justified travel and paperwork time (as we are weekly updating policies, procedures to maintain FS compliance, I would seek more FS children. Additionally, as FS is subject to budget cuts (etc.) it is not stable enough to build a full 40 hour / week caseload.
12. Providers cannot afford to drive the distance it takes to serve a child in a rural area of the state. Everyone is a loser; the provider who cannot afford to be on the road with no reimbursement for gas mileage and the child and family because they choose to live in a rural area of the state. Either a provider must be paid a higher rate for rural services or reimbursed at a fair rate for gas mileage.

Please return this survey to: Sherry Hailey, Developmental Center of the Ozarks, 1545 E. Pythian, Springfield, MO 65802 or email the information to shailey@DCOonline.com

Thank you for your input!
Sherry Hailey